

The quality policy contains binding principles for the worldwide quality network of HAWE and its employees and sets the direction of the corporate management.



## Customer & Performance Excellence

- We are the professional worldwide partner in meeting the technological and economic market and customer requirements "for a World under Pressure".
- In our market performance we combine innovation and service and are supported by a continuous requirements management to achieve a maximum of quality, reliability and efficiency.
- We make it simple for internal and external customers to work with us.

## Operations Excellence

- The organizational structure and processes are customer-focused, take global and local conditions into account based on the principle of subsidiarity and are implemented consistently.
- State-of-the-art, reliable and networked infrastructure and systems support us in the effective and efficient implementation of our processes, the assurance of process results and thus of the quality philosophy.
- A transparent presentation and communication of quality performance is our driver in our own continuous improvement activities.
- By consciously dealing with possible risks and proactively designing threats and opportunities, we are continuously improving our quality performance. With predictive thinking we prevent mistakes instead of correcting them afterwards.
- Our internal and external partners are aware of our quality requirements and demands and consistently implement them in our global value-added network.

## People Excellence

- We work as a team, with self-responsibility, goal-oriented and focused on fulfilling current and future requirements to increase customer satisfaction and are aware of our responsibility for quality. Managers create the framework for this and set an example.
- Our experience and knowledge are important success factors and are built up and maintained through mutual exchange and targeted personnel development measures.
- Our corporate culture based on partnership and cooperation supports the uniform HAWE quality standard across national boundaries.

**For HAWE quality is a state of mind, quality is normality.**

Wolfgang  
Sochor

Christof  
Gilnhammer

Sebastian  
Brand